



## VIDEOCONFERENCE PROTOCOL

Videoconference systems are designed to help you facilitate meetings, trainings, and provide healthcare from a distance. To use videoconferencing in a meeting or training follow the protocols outlined below. For clinical care over Telehealth, please contact Utah Telehealth at 801-585-2426

### VIDEOCONFERENCE COORDINATION:

1. **Arrange the date, and schedule a room.** You are responsible to schedule a conference room in the Cannon Building. Have an alternate date and time in mind incase the equipment is not available.
2. **Reserve the equipment at the UDOH Cannon Building.** Contact Scott Munson in the Training and Education Center – 538- 9065 or [smunson@utah.gov](mailto:smunson@utah.gov). TEC will take care of setting up the equipment and making sure the video connection is working for your conference.
3. **Determine the type of connection you need for your meeting.**

**3a. Point to Point Videoconference:** A point to point is a conference between the hosting site and **ONLY** one other site. For a point to point between UDOH and 44 Med, Scott Munson will make the arrangements for the connection. If the point to point is with another Telehealth Network Member, go to step four.

**3b. Multiple Point Videoconference:** A multiple site videoconference is when more than two sites are connecting. To coordinate a multiple site connection, please follow step four listed below.

**3c. Phone connections:** You can add phone connections to a multipoint conference. If you have several people needing to connect, you will need to

schedule the States Phone Bridge. Request an 'audio' connection when you scheduled the UTN Bridge and supply the phone number of the Phone Bridge. The bridge will then call that number.

4. **Reserve the UTN Telehealth Bridge and connecting site(s):** If you need to connect out side of UDOH sites, contact Pat Bryner (with the Utah Telehealth Network) at [pat.bryner@utahtelehealth.net](mailto:pat.bryner@utahtelehealth.net) (801-585-2426) and ask to schedule a videoconference.

4a. Connecting to a Local Health Department. If you need to connect to a local health department you will need to contact Rita Hieber at [rhieber@utah.gov](mailto:rhieber@utah.gov) (801-374-3076) to schedule the room and equipment at the local health departments.

It is best to send Pat an email, then you can CC Rita to coordinate the equipment and rooms at the local health departments. They will need the following information included in the email:

- Name of conference
  - Date
  - Time
  - Event Organizer (YOUR) contact information
    - Name
    - Office phone
    - Email
    - Department or Organization
    - Phone or pager for contact during setup or during event
  - Who you are requesting to attend via videoconference. Pat will let you know as the sites confirm that they will be attending.
  - Who is responsible for paying –
    1. If you are connecting to a Local Health Department from the Cannon Building for public health related topic, your connection will be covered by the (Bioterrorism Grant)
      - If your videoconference is not related to public health it will require a charge.
      - Additional room charges may be required at the Local Health Departments discretion.
    2. Utah Department of Health is a network member of Utah Telehealth. As such your connection at the Cannon Building has no additional cost. If you are connecting from 44 Med, TEC has pre-paid for the video connection. If we are over that prepaid amount you may be asked to incur some of the cost of the connection. Please check with TEC about this payment option.
5. **Confirmation:** It is critical that you instruct all who are planning on utilizing videoconference to confirm with you a **week prior** to the conference. If no one plans to attend at a site, that site will need to be cancelled by the Event Organizer as soon as possible by contacting Pat and Rita. Remember you are scheduling rooms and equipment that others can use. Video sites must be canceled within 24 hours to avoid

being charged.

6. **Technical Problems:** If there are technical problems during the conference call, Pat Bryner at 801-585-2426. If she is not available, page a technician at 801-339-1500. It is a good idea to have a cell phone in the conference with you to contact any sites or Pat if the need arises.

## 7. Videoconference Contact List

Name	Role	Phone	Cell	Email
Scott Munson	Schedules Cannon	801-538-9065	801-518-4606	<a href="mailto:smunson@utah.gov">smunson@utah.gov</a>
Karalee Atkinson	Back up for Scott Munson	801-538-9057		<a href="mailto:katkinson@utah.gov">katkinson@utah.gov</a>
Rita Hieber	Approves LHD use	801-374-3076	801-368-5403	<a href="mailto:rhieber@utah.gov">rhieber@utah.gov</a>
Pat Bryner	Scheduled Bridge	801-585-2426	none	<a href="mailto:Pat.bryner@utahtelehealth.net">Pat.bryner@utahtelehealth.net</a>

## TIPS FOR SUCSESFULL VIDEOCONFERENCE MEETING, TRAININGS OR PRESENTATIONS

If you plan on having a presenter during your meeting/training the following protocols will ensure a good experience for both the live and distance audiences.

1. All presenters must have their presentations to the videoconference administrator at the hosting site **at least** 24 hours before the presentation.
2. You will need to provide a laptop computer to show PowerPoint or websites over the videoconference system.
3. Have all agendas, handouts and other printed material available to distance sites on a website or as an email.
4. Have chairs and tables arranged so the videoconference audience sees everyone faces. A “U” shaped table arrangement with the videoconferencing equipment at the top of the “U” works well.
5. Have camera angels that show the presenters location, and all sides of the tables preset (your site administrator can help you with this).
6. Have the room reserve at least 30 min before the meeting begins to connect to the bridge or point to point, to set-up any technology need for your conference and to make sure everything is working.

7. **Introduce all participants** at the beginning of any Videoconference. A role call of sites attending and brief introduction of who is at each site by the “host” site is critical to a successful event.
8. **Review microphone etiquette:**
  - a. Keeping microphone on mute when not speaking
  - b. Passing microphone at the host site so the person addressing the videoconference community can be heard.
  - c. State name and site before addressing the group.
9. **The host at the hosting site needs to actively attempt to bring in the other sites into the discussion throughout the session.** This can be accomplished several times during the conference by using a "role call" approach to see if each site has questions.

## **TIPS FOR VIDEOCONFERENCE PRESENTERS**

- **Look into the camera**, rather than the monitor, when speaking to remote sites. If not, it may appear on their monitor that you are looking above, below or to the side.
- **Use natural gestures when you speak**, but try to avoid too much movement, such as swiveling in your chair or twirling your pen. Try to wear both light and dark clothing. Wearing all light or all dark clothing can trick the camera's automatic brightness control. Avoid very "busy" patterns on clothing, such as small checks or narrow stripes. These can cause distracting visual effects on the screen. Avoid bright colors. Light pastels and muted colors look better on the screen than very intense colors or bright white. Keep jewelry to a minimum.
- **Don't place papers or objects on in the way of the microphone.** Don't rustle papers or tap on the microphone.
- **Ask frequent questions of all sites to make everyone feel involved in the session.**
- **If a question is asked at your site, repeat the question for those participating through videoconference before answering the question.**
- **Organize materials in advance.** Have all handouts delivered to all sites prior to the conference. Have all handouts available in the website and know the website address before your presentation.
- **Paper copies** for the document camera or “Elmo” work better than transparencies. Use at least 16 or 18-point bold typeface in landscape mode for camera documents.

- **Videotapes:** If you plan on broadcasting a videotape presentation, preview it first over a videoconferencing system. Some videotapes do not lend themselves well to this type of broadcasting, primarily due to the amount of movement recorded.
- **PowerPoint:** Be sure to use large font with sharp color contrast between front and background so it is visible to remote sites. A good tip is to use at least 32 pt font, preferably 44 pt font with no more than three bullets or lines per slide. The system has the capability to show your presentation to the audience in the room as well as to the remote sites.

## **DEFINITIONS**

**Hosting Location** – location where the presenter and facilitator will be located.

**Point to Point** – A videoconference between the hosting site and ONLY one other site.

**Site Coordinators** – The individual at each Telehealth network site who takes care of setting up the equipment and making sure the video connection is working for your conference. It is possible that they may have delegated this responsibility to another. Please contact Pat if you have any questions.

**Event Organizer** - This is the person who is responsible for organizing, inviting participants and scheduling video/audio conferences taking place at the Cannon Building and at 44Med.